



Improvement Intervention: Learning Observer Debrief/Lessons Learned

Process Improvement Intervention:

Organization:

Date:

Intervention Name:

Sponsor:

CI-Practitioners:

Manager:

Observers:

Learning Observer: _____

Intervention & Stage (VSM Day One, etc.) _____

What went well	Why?	Recommendation	DN Ref.



What could be improved	Comments	Recommendation	DN Ref



Observer Notation of Team Member Comments: _____

Intervention Stage (VSM Day One, etc.): _____

Team Members: What could be improved	Comments	Recommendation	DN Ref.

Team Members: What went well	Why?	Recommendation	DN Ref.



Process Name:

Content Questions/Concerns	Recommendation	DN Ref.



Learning Observer's Role

As the Observer, your job is to silently observe the facilitator(s) working with the group and to provide feedback to the facilitator about the facilitation and the dynamics within the intervention. Pay attention to how the facilitator engages the group; emerging themes in the group's discussion; the impact of the facilitator's interventions on the group and individuals; and missed opportunities. It is also important to observe the facilitator's practice regarding the focus of the intervention as well.

It is helpful to take notes on what you observe so that you can give that person specific examples. As the Observer, you must be silent and must not participate in the intervention. Your observations and questions are made during "formal" debriefs with the facilitator(s) during breaks, lunch, or after the intervention, as agreed upon with the facilitator beforehand.

Remember, the intention for a Learning Observer is to learn content and practice skills through observing critically and asking questions of the facilitator(s). This observation and feedback can also assist the facilitator in his/her own professional development. Providing feedback is an important facilitation skill.